

CASE STUDY

Migrating from Articulate Knowledge Portal to Articulate LMS for leading business products wholesaler

Company Description

S.P. Richards Company (SPR) is one of North America's leading business products wholesalers involved in the distribution of over 30,000 business products to a network of over 7,000 resellers in the United States and Canada from a network of 44 Distribution Centers. The company's website provides real time information to check inventory at any SPR Distribution Center nationwide, 24 hours a day, and 7 days a week to assist dealers and resellers run their business smoothly.

Project Objective

SPR wanted to migrate web-based training courseware from Articulate's Knowledge Portal to Articulate's latest LMS offering. Additionally it also required the training courses to be tightly integrated with the SPR dealer services website for a seamless access.

Customer Challenges

SPR uses Articulate 'Knowledge Portal' to host its courses/training programs to connect with its dealers and resellers. Articulate Online have withdrawn support for the 'Knowledge Portal' and have come out with an upgraded LMS offering that provides numerous advantages for web based courses. SPR wanted to facilitate an enhanced user experience for its customers by moving its offerings to the new LMS from Articulate.

Trigent's Solution

Trigent designed and developed the Agent Script to interface with AO and automate the process of user management and content. Provisioning and Access to AO is designed for individual users as against a group login account that is currently implemented in Dealer Services Website. Users can access the AO content only through the website and are provided access only if there is a valid session established in Dealer Services website. The solution had to adhere to Extranet Security Integration Specification of S.P. Richards Dealer Services System to extract user information: group, user id, password, role, permission, valid session, etc.,

Client

A leading business products wholesaler involved in the distribution of over 30,000 business products.

Project Objective

- ✓ Migrating from Articulate Knowledge Portal to Articulate LMS
- ✓ Tight integration with the SPR website

Technology

- ✓ ASP
- ✓ SQL Server
- ✓ AO API 1.0

Benefits

- ✓ Greater control & management of users accessing course contents
- ✓ Fine grained user management
- ✓ Adherence to SPR security standards

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Client Benefits

The course contents were migrated to the new LMS and tightly integrated with the SPR dealer website.

- ❑ Managing user authentication and access to AO website programmatically prevents the users from accessing the AO website directly
- ❑ The additional information gathered for each individual user is stored in the Dealer Services database and can be judiciously made available for future use
- ❑ Access to AO will be at an individual user level and not at the group level. This helps in fine grained user management
- ❑ Utilizes the existing External Security Integration Standard for Dealer Services System